



Service & Warranty Tip

Karma Automotive LLC

NUMBER: 01.01.16.0001.03

Revised: April 23, 2018

MODEL: All Variants

TITLE: TSS Case Process

PRIORITY: Vehicle Repairs

APPLICABILITY: All Variants

MARKET REGION: U.S., Canada, and Europe

PURPOSE: This tip is to clarify the process for requesting Technical and/or Parts Requests Cases that are required for the following scenarios:

- ALL regular warranty repair for MY17 and My18 Karma Revero vehicles
- Eligible CPO, PPP, parts warranty (for MY12 vehicles)
- High Voltage battery repairs (regardless of warranty status)
- Vehicle out of warranty Seeking Goodwill consideration
- Service Bulletin requests TSS case submission (regardless of warranty status)
- Special Tool, Scan Tool, and Workshop Equipment (regardless of warranty status)

**NOTE: A warranty claim that is submitted that has any of the above mentioned parts charged out, that does not have a TSS case number provided in the claim may be rejected. It is imperative that the technician contact Technical Service Support if there are any issues found with these parts. Serial Number Installed and Serial Number Removed is required for each replacement and can be entered in the appropriate fields in both the TSS Case and the Warranty Claim.*

Technical Service Support is available Monday – Friday, 6:00am – 6:00pm PST and a TSS case can be submitted 24 hours a day, 7 days a week.

Please contact TSS by phone and press Option 3 (Tech Support):

Within U.S.: 855-865-2762

International: 01+949-629-7503

Or email to: tss@karmaautomotive.com

Karma Automotive Bulletins and service documents are intended for use by experienced and trained Technicians. If you lack the skills, tools, equipment and a suitable workshop for any procedure described in this document, we suggest you leave such repairs to an Authorized Karma Service Provider or qualified service center. See your service provider for advice on whether your vehicle may benefit from the information contained within this document. The information contained in the Karma Bulletin is accurate at the date of publication. However, Karma Automotive regularly updates technical information. Please check with your Karma Automotive Service Provider that the bulletin you intend to use contains the latest available information.

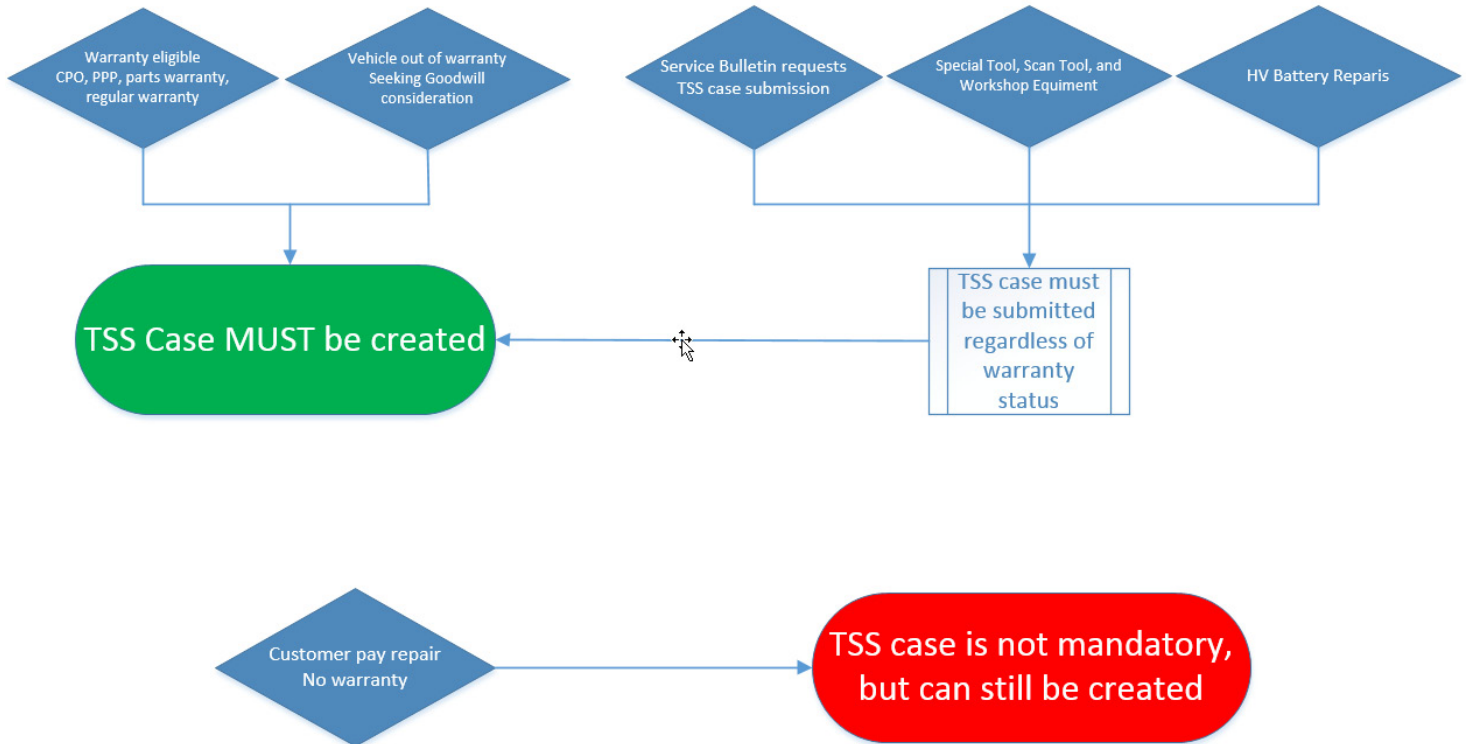
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TSS CASE FLOW PROCESS



When submitting a TSS Case, always include a screenshot of the following:

- Diagnostic Trouble Codes (DTC's)
- High Voltage Battery Live Data
- Vehicle Health Check Screen (firmware level)

**High Voltage battery data is not required for non-powertrain related issues, but recommended.

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